



# CALTRANS REGIONAL OPERATIONS FORUMS

District 9





# The Capability Maturity Model (CMM) Process





# What are “Capabilities”

- ▶ Not just infrastructural systems
- ▶ Not just staff technical capacities (KSAs)

But -- at the entity level (agency):

- ▶ Values and norms supporting working towards common objectives
- ▶ Sustainable resources (\$, staffing)
- ▶ Technical and managerial systems
- ▶ Institutional configurations (internal, external)

All the factors that promote *continuous* improvement



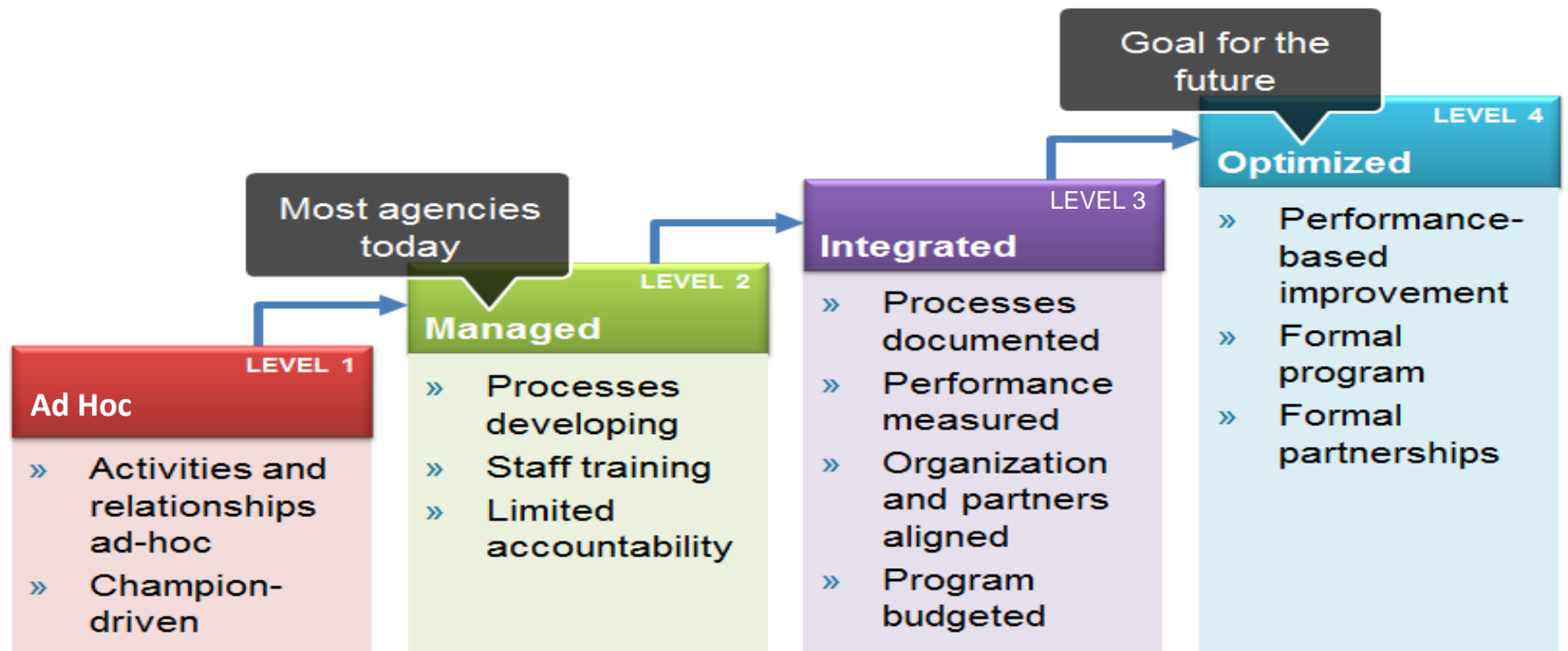
# Dimensions (Capabilities) for TSM&O

- ▶ Business Processes
- ▶ Systems and Technology
- ▶ Performance Measurement
- ▶ Workforce
- ▶ Culture
- ▶ Collaboration





# Capability Levels



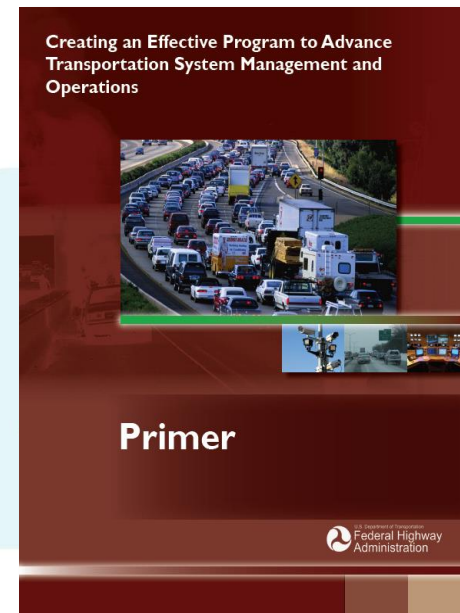
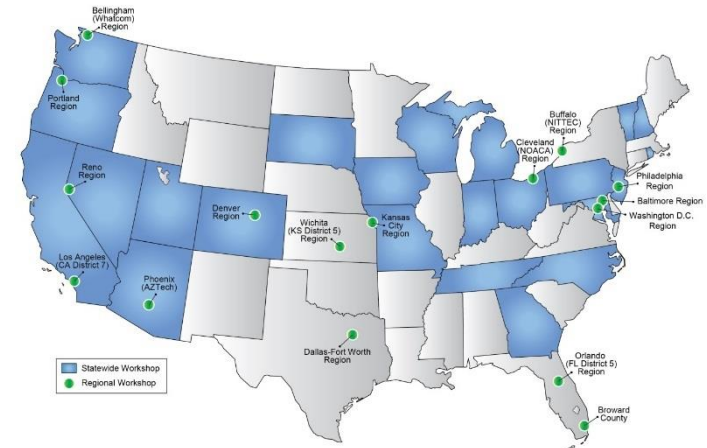
# Capability Maturity Research and Workshops

**Objective:** “Mainstreaming” continuous improvement

**Research Findings:** Key differentiators **not** how much ITS – but processes and institutional arrangements that support improvement

**Workshop Process:** Agency staff evaluate capabilities and improvement implementation plans

**Validation:** 45 FHWA-sponsored state DOT and regional workshops nationwide



# TSM&O – More than ITS – Systems and Technology

